

JUVENILE INTERVENTION AND SUPPORT CENTER (JISC) PERFORMANCE MANAGEMENT

18 February 2021

Agenda

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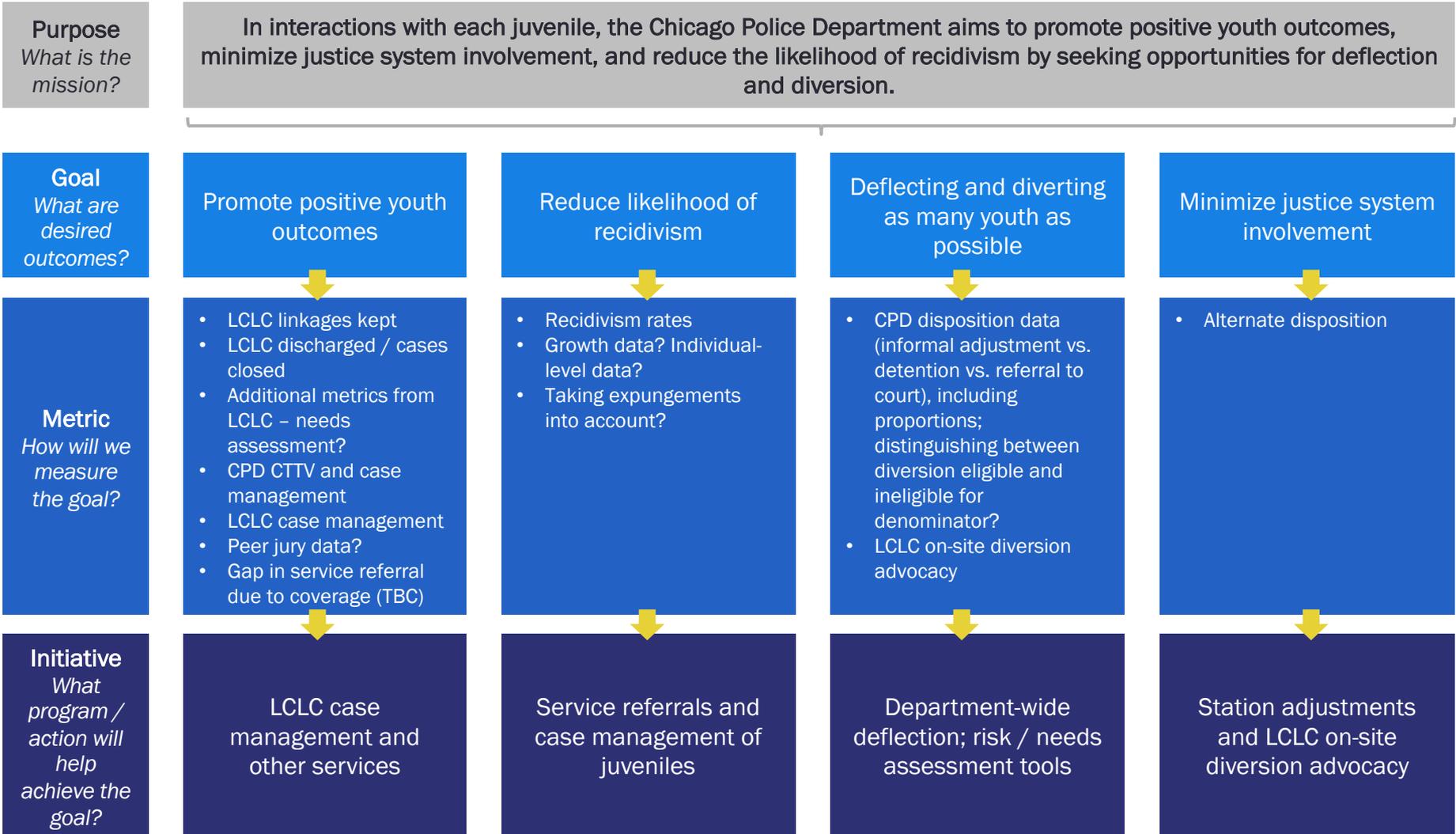
1. Review prior action items
2. Review high-level summary for the month
 - Demographic trends (CPD)
3. Assess progress against goals
 - Promote positive youth outcomes
 - Reduce likelihood of recidivism
 - Deflect and divert as many youth as possible
 - Minimize justice system involvement
4. Deep dive
 - Review disposition types, categories, and Detective's referral process and LCLC's support

Guiding Questions

1. What trends can be seen in the data?
2. What factors – either positive or negative – might be contributing to these trends?
3. What actions – either reinforcing or corrective – should be taken to address these trends? Who will be responsible?

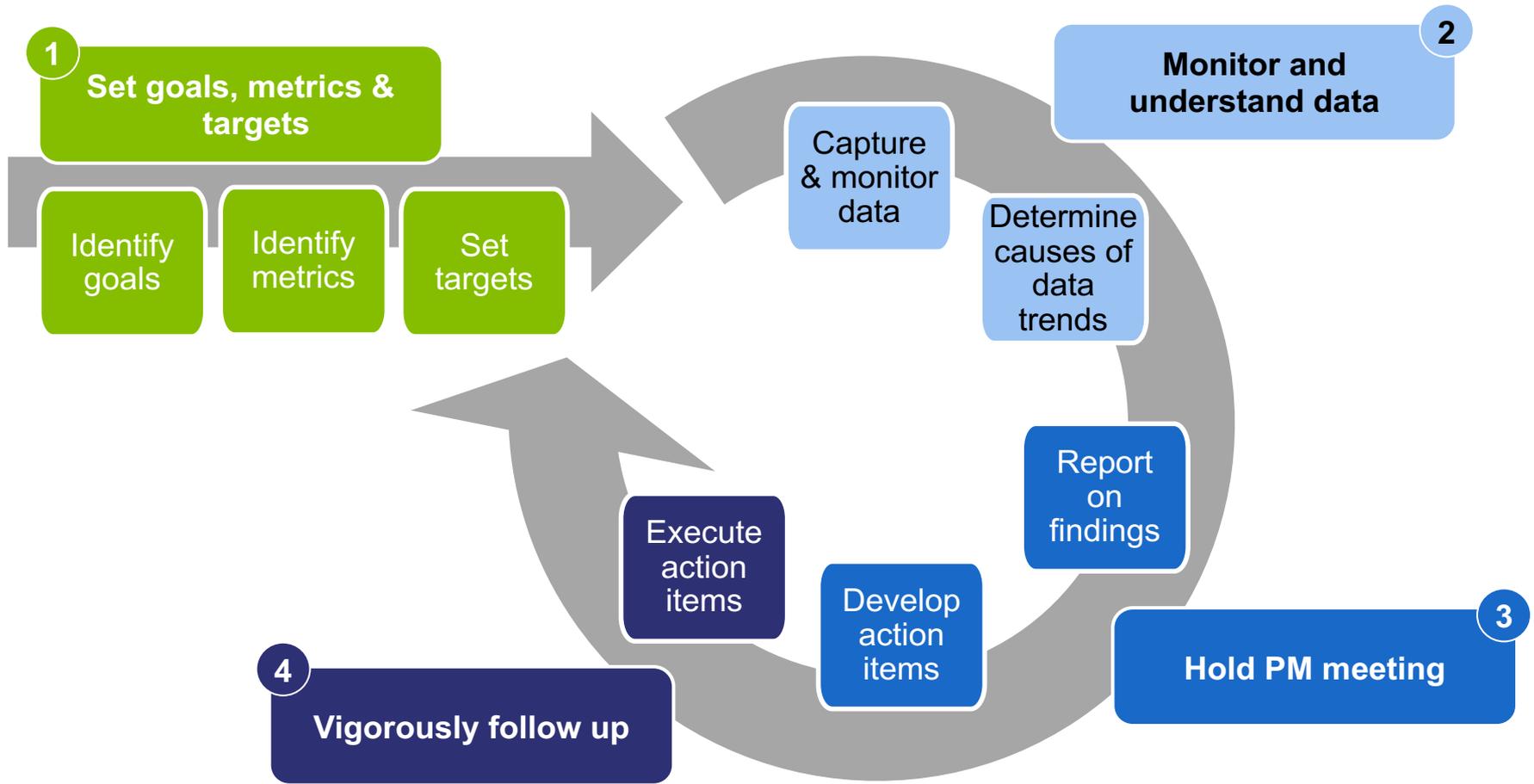
JISC Goals, Metrics, and Initiatives

Goals, metrics, and initiatives should regularly be reevaluated

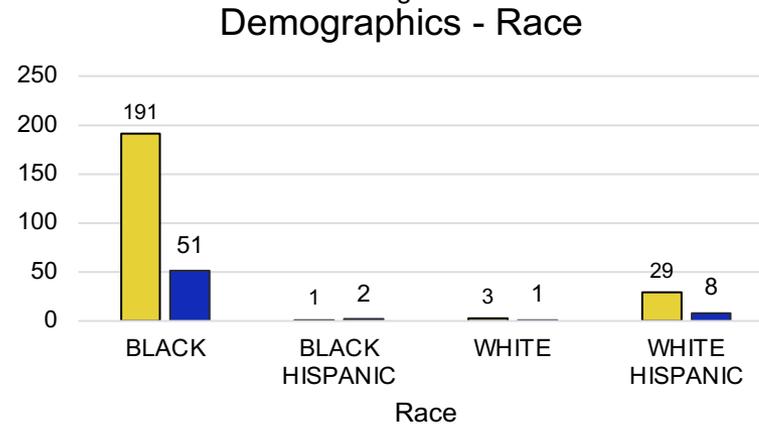
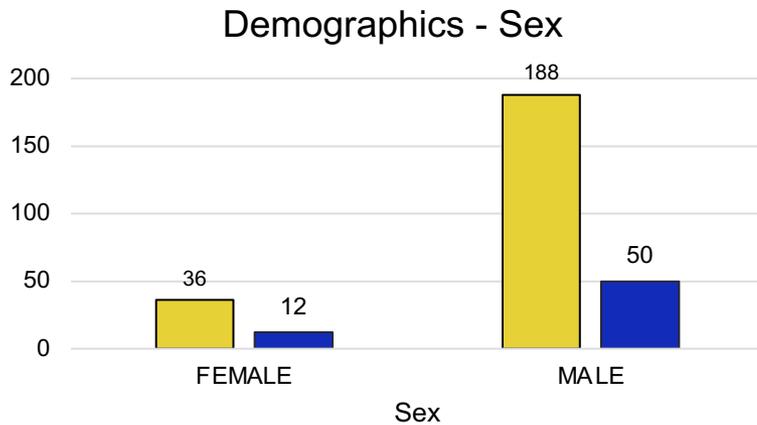
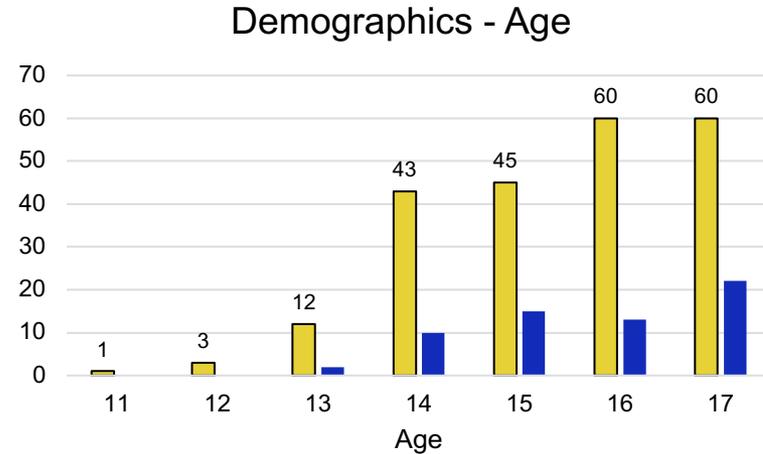
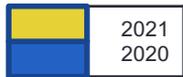


Note: Basic, high-level data should also be considered on a monthly basis (e.g. demographics, arrest type, location of arrests, time of arrest, transit time, etc.). All metrics should be as a proportion of total juveniles processed at JISC.

Once goals, metrics, and targets are set, performance management follows a repeating cycle each month



Demographic trends



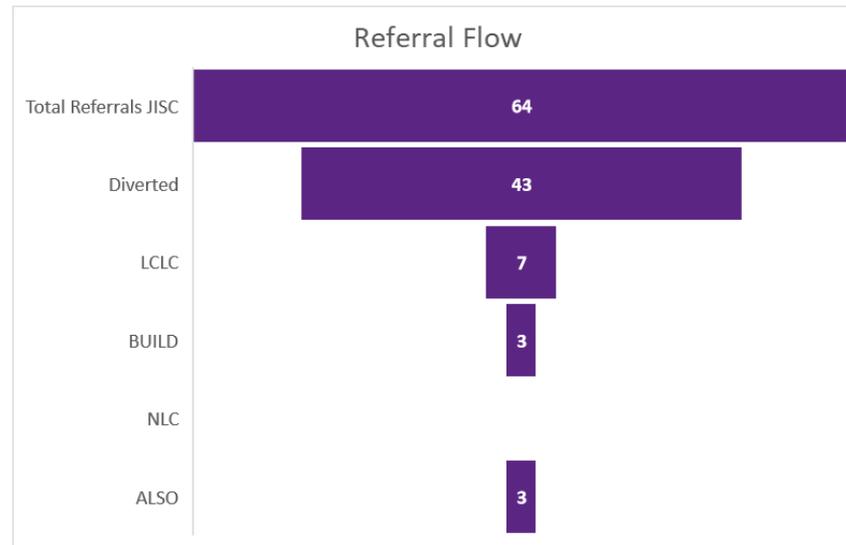
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Goal 1: Promote positive youth outcomes

Note: This is referrals, not clients. One client came through the JISC twice and was referred both times to the same service provider.

These values captured are from Nov. 2020 – Jan. 2021



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Goal 1: Promote positive youth outcomes

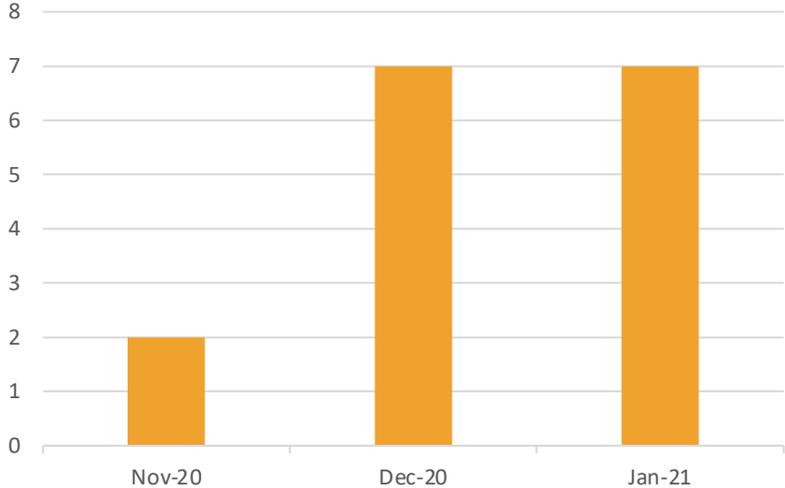
- 13 referrals have been made for 12 young people that are serviced by the JISC service providers
- For those 12 young people, we have been able to make contact with 10 of them.
- We have been able to connect with 83% of young people in the community after the referral has been sent from the JISC.

Guiding Questions

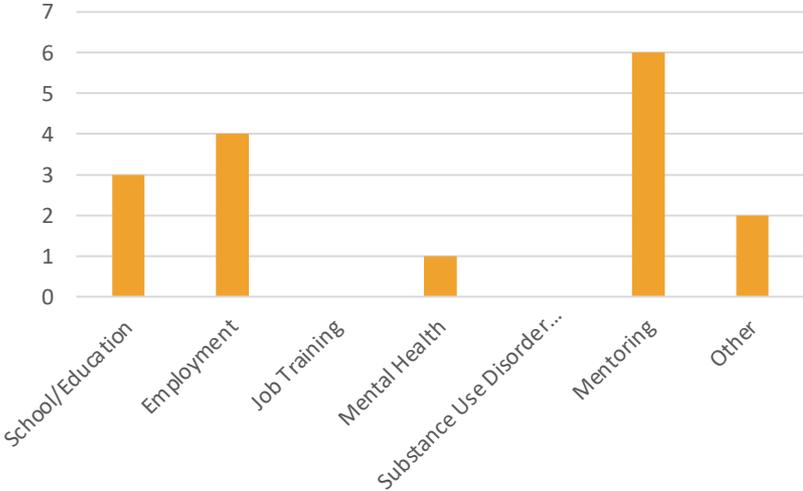
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Goal 1: Promote positive youth outcomes

Linkages Made By Service Providers



Types of Linkages Made From Nov 2020 to January 2021

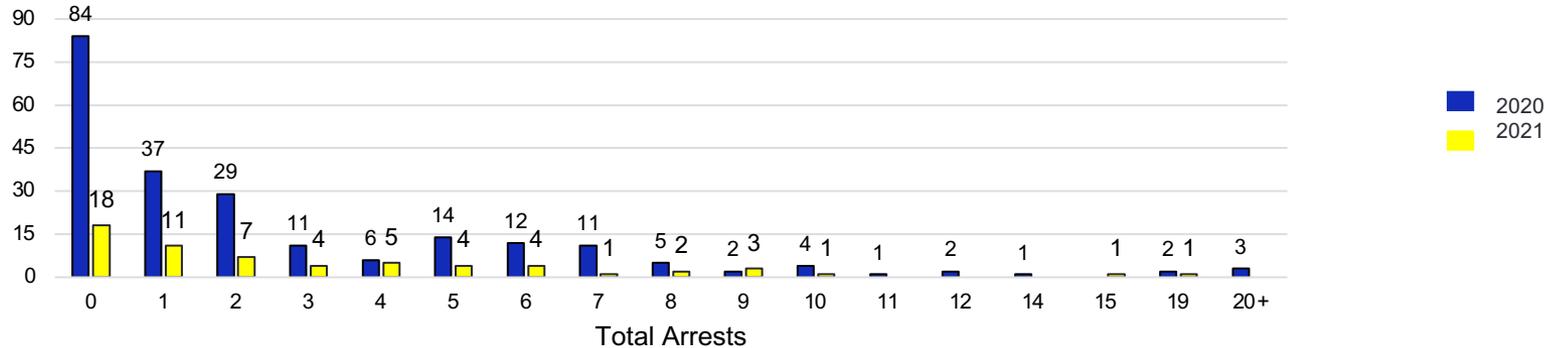


Guiding Questions

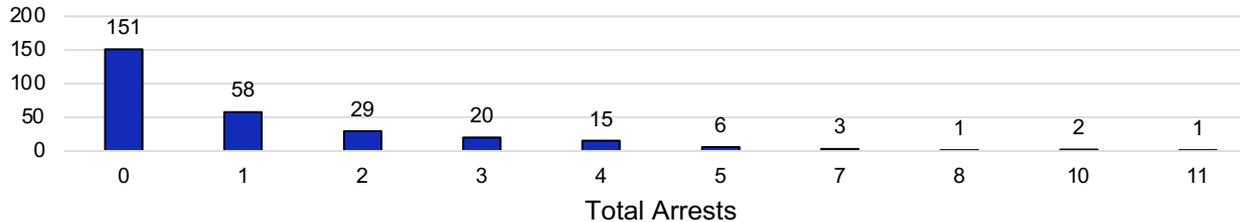
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Goal 2: Reduce the likelihood of recidivism

Prior Arrests



Recidivism Measured by Subsequent Arrests

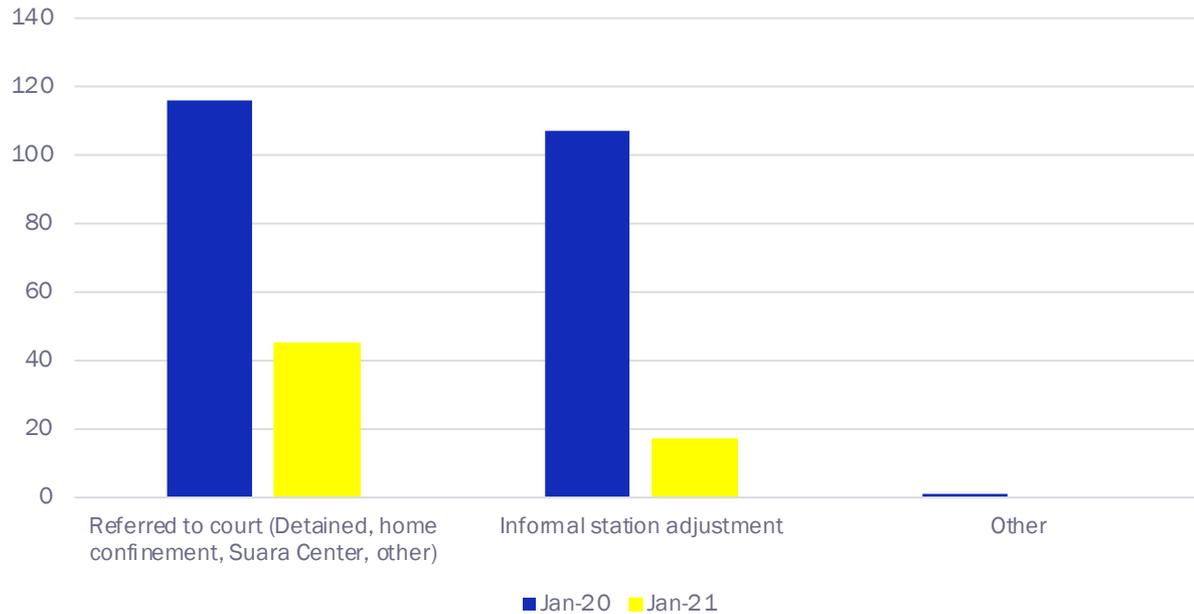


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Goal 3: Deflect and divert as many youth as possible

Disposition by category



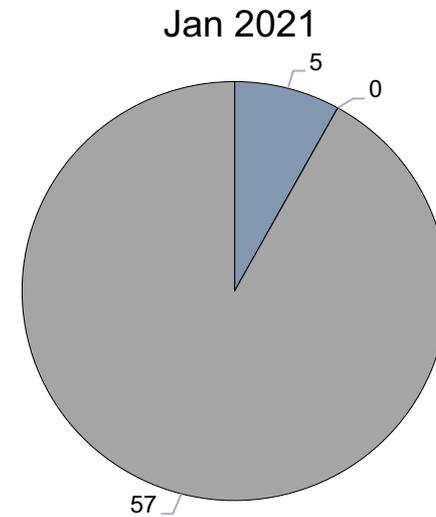
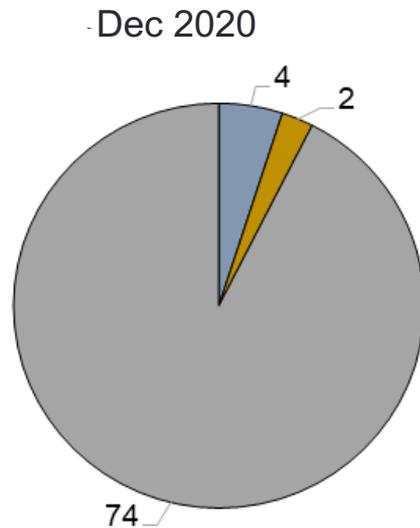
Disposition category	Jan-20	Jan-21
Referred to court (Detained, home confinement, Suara Center, other)	116	45
Informal station adjustment	107	17
Other	1	0

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Goal 4: Minimize justice system involvement

Alternate Disposition - All JISC Districts 2021



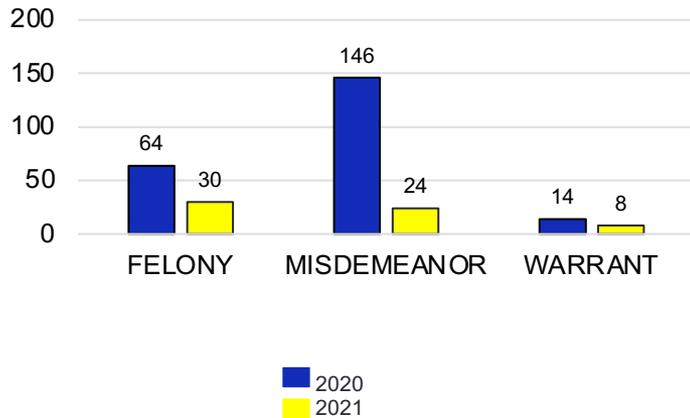
■ Alternate Disposition - N
 ■ Alternate Disposition - Y
 ■ Null Values

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Deep Dive: Deflecting and diverting as many youth as possible

Arrest Type - All JISC Districts



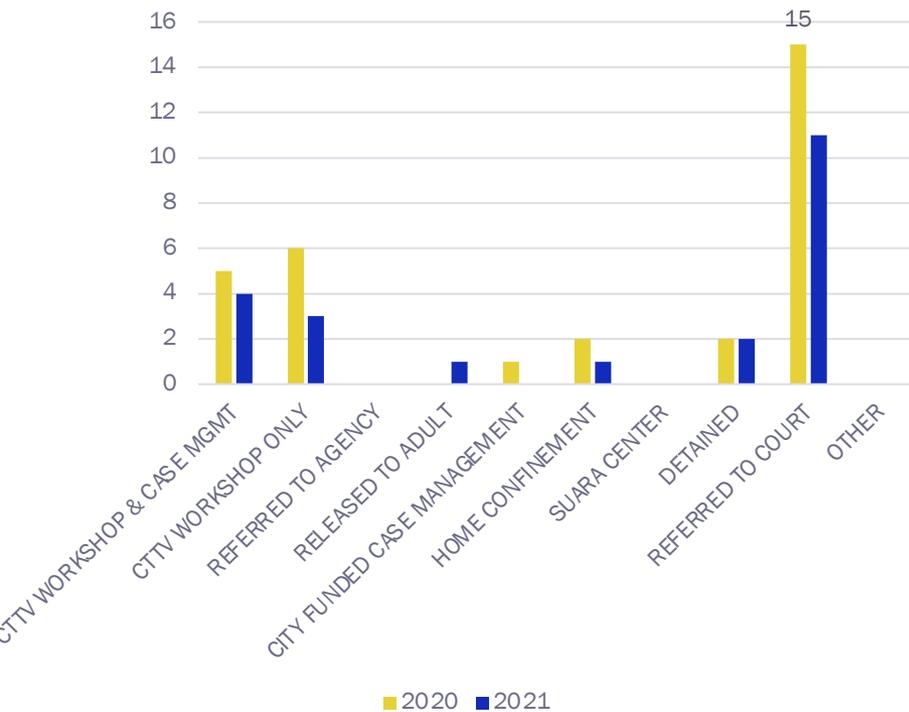
FBI CODE DESCRIPTION	2020	2021	%
ROBBERY (INDEX)	10	3	-70%
AGGRAVATED ASSAULT (INDEX)	6	0	-100%
AGGRAVATED BATTERY (INDEX)	6	2	-67%
BURGLARY (INDEX)	1	0	-100%
LARCENY - THEFT (INDEX)	35	0	-100%
MOTOR VEHICLE THEFT (INDEX)	31	22	-29%
SIMPLE ASSAULT	8	1	-88%
SIMPLE BATTERY	33	7	-79%
FRAUD	2	0	-100%
VANDALISM	4	0	-100%
WEAPONS	3	2	-33%
DRUG ABUSE VIOLATIONS	23	12	-48%
DISORDERLY CONDUCT	18	0	-100%
MISCELLANEOUS NON-INDEX OFFENSES	14	3	-79%
MISCELLANEOUS MUNICIPAL CODE VIOLATIONS	9	1	-89%
TRAFFIC VIOLATIONS	7	1	-86%
WARRANT ARRESTS	14	8	-43%
TOTAL	224	62	-72%

Guiding Questions

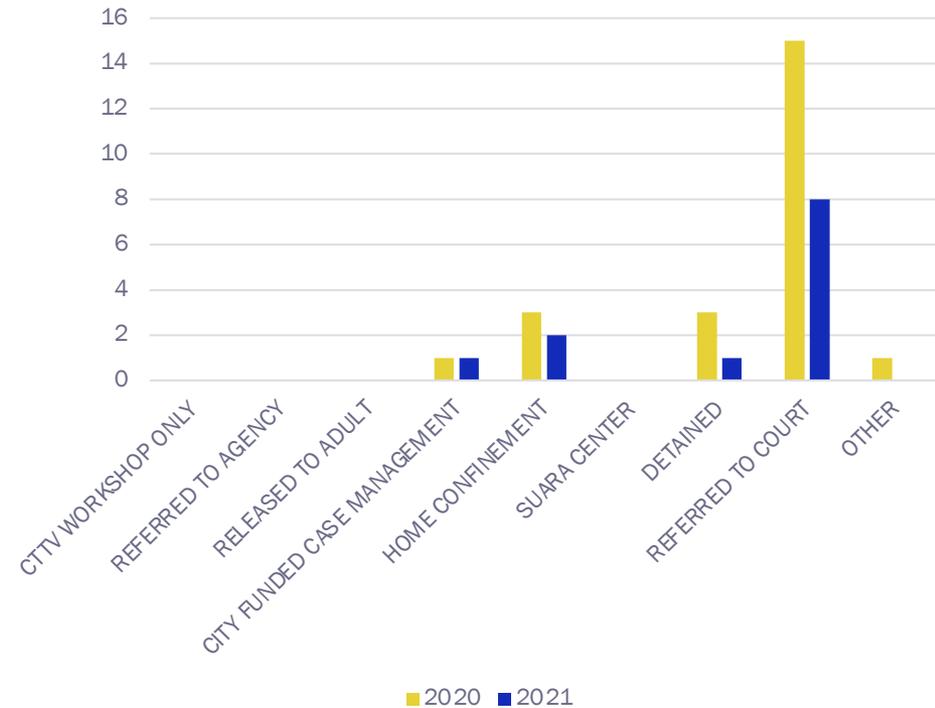
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Motor Vehicle Theft (Index)



Drug Abuse Violations



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Action items and next steps

- Identify action items based on data
- Identify owners for each action item
- Share action items and owners via e-mail after meeting
- Individual action item owners execute on action items prior to next meeting
- Begin next meeting with report-outs on action items

APPENDIX

Once goals, metrics, and targets are set, performance management follows a repeating cycle each month

1

Set goals, metrics, & targets

- Performance management starts with choosing goals, quantifying them with metrics, and setting targets to work to achieve
- Goals are important for the PM process as they orient what you are working towards

2

Monitor and understand data

- Regularly monitoring data allows early detection of problems and learnings from successes
- Through data monitoring, trends should be identified and hypotheses formed for possible complications
- Hypotheses will be used to generate discussion at the PM meeting and to drive decision-making

3

Hold PM meeting

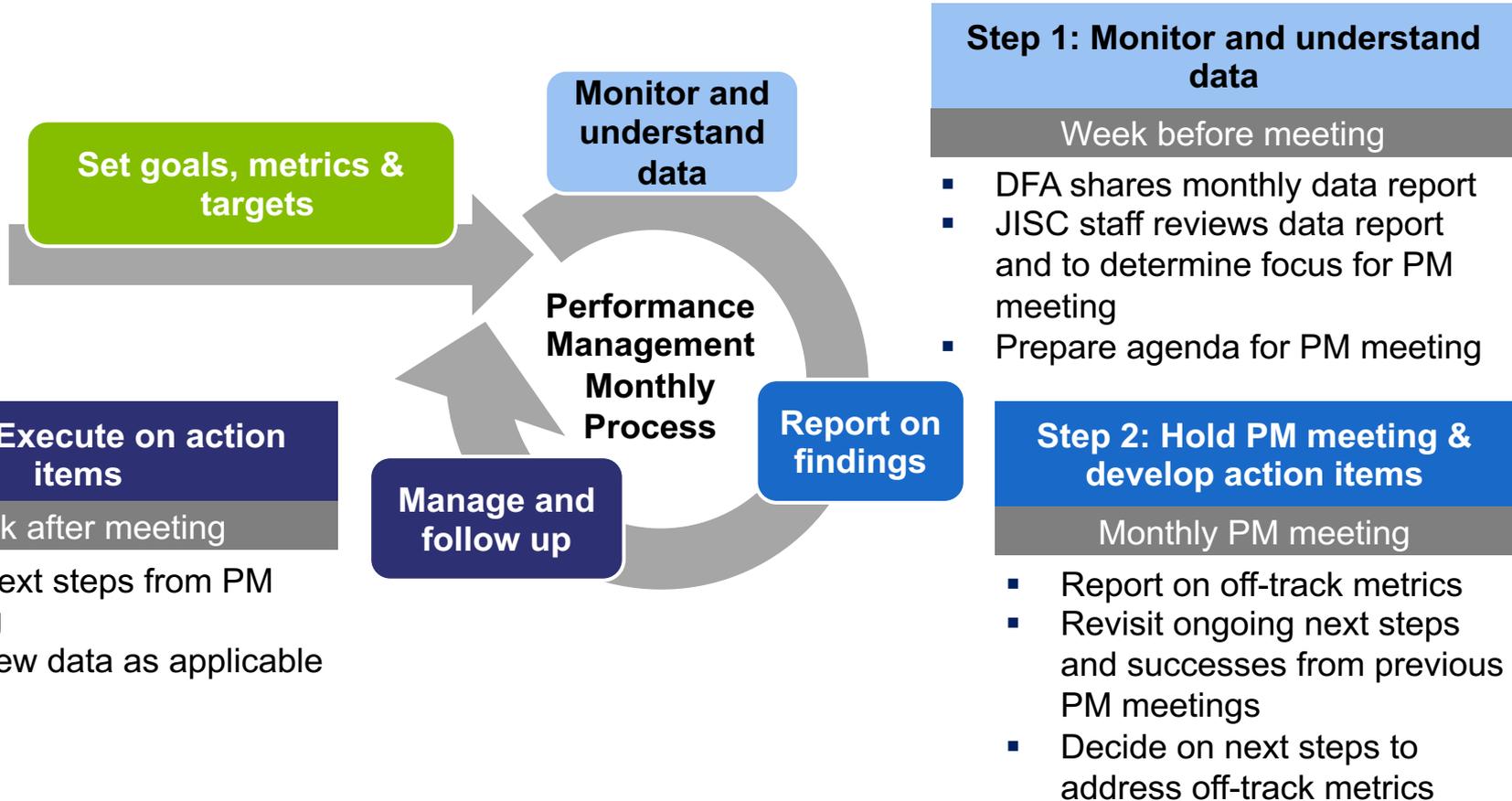
- PM is anchored around the monthly meeting, which is critical for ensuring data is converted to action
- The PM meeting is also an opportunity to celebrate successes, communicate challenges, and share best practices

4

Vigorously follow up

- Rigorous follow-up on action items is critical to success after PM meeting
- Reminders prior to the next PM and/or a next step / action item tracker should be maintained to catalogue and monitor status of next steps over time and hold staff accountable
- As next steps are taken, data is monitored and the PM process begins again

The JISC's Performance Management cycle should center around monthly JISC PM meetings



The cyclical nature of the PM process means that it is iterative, and CPD will be able to build its capacity for PM every month